



STATE OF ALABAMA  
DEPARTMENT OF FINANCE  
DIVISION OF PURCHASING

INVITATION TO BID

INVITATION TO BID NO: 10-X-2208547

REQ. AGENCY : 011000  
DEPARTMENT OF PUBLIC HEALTH  
AGENCY REQ. NO. :  
T-NUMBER : TA724  
DATE ISSUED : 07/21/09  
VENDOR NO. :  
VENDOR PHONE NO. :  
SNAP REQ. NO. : 1421449  
BUYER NAME : RAY BRESSLER

FOR: CREDIT CARD SERVICES

BUYER PHONE NO. : (334) 242-4670-  
PURCHASING PHONE NO: (334) 242-7250

BID MUST BE RECEIVED BEFORE:  
DATE: 08/20/09 TIME: 5:00 PM

BIDS WILL BE PUBLICLY OPENED:  
DATE: 08/21/09 TIME: 10:00 AM

TO BE COMPLETED BY VENDOR

INFORMATION IN THIS SECTION SHOULD BE PROVIDED, AS APPROPRIATE. BID RESPONSE  
MUST BE IN INK OR TYPED WITH ORIGINAL SIGNATURE AND NOTARIZATION.

1. DELIVERY: CAN BE MADE \_\_\_\_\_ DAYS OR \_\_\_\_\_ WEEKS AFTER RECEIPT OF ORDER
2. TERMS: \_\_\_\_\_(DISCOUNTS ARE TAKEN WITHOUT REGARD TO DATE OF PAYMENT.)
3. PRICE VALID FOR ACCEPTANCE WITHIN \_\_\_\_\_ DAYS.
4. VENDOR QUOTATION REFERENCE NUMBER, IF ANY: \_\_\_\_\_  
(THIS NUMBER WILL APPEAR ON THE PURCHASE ORDER.)
5. E-MAIL ADDRESS: \_\_\_\_\_  
INTERNET WEBSITE: \_\_\_\_\_
6. GENERAL CONTRACTOR'S LICENSE NO: \_\_\_\_\_  
TYPE OF G.C. LICENSE: \_\_\_\_\_  
RETURN INVITATION TO BID:

US MAIL

STATE OF ALABAMA  
DEPARTMENT OF FINANCE  
DIVISION OF PURCHASING  
P O BOX 302620  
MONTGOMERY, AL 36130-2620

COURIER

STATE OF ALABAMA  
DIVISION OF PURCHASING  
RSA UNION BUILDING  
100 N. UNION ST., SUITE 192  
MONTGOMERY, AL 36104

\*\*\*\*\* IMPORTANT NOTE: \*\*\*\*\*

BIDDERS MUST COMPLY WITH ALL "BID RESPONSE INSTRUCTIONS" ON PAGE 2, TO INCLUDE  
ITEM 7 - COPY REQUIREMENT.

SIGNATURE AND NOTARIZATION REQUIRED

I HAVE READ THE ENTIRE BID AND AGREE TO FURNISH EACH ITEM OFFERED AT THE PRICE QUOTED.  
I HERBY AFFIRM I HAVE NOT BEEN IN ANY AGREEMENT OR COLLUSION AMONG BIDDERS IN  
RESTRAINT OF FREEDOM OF COMPETITION BY AGREEMENT TO BID AT A FIXED PRICE OR TO  
REFRAIN FROM BIDDING.

SWORN TO AND

FEIN OR SSN

AUTHORIZED SIGNATURE (INK)

SUBSCRIBED BEFORE ME THIS

COMPANY NAME

TYPE/PRINT AUTHORIZED NAME

\_\_\_\_\_ DAY OF \_\_\_\_\_

MAIL ADDRESS

TITLE

NOTARY PUBLIC

CITY, STATE, ZIP

TOLL FREE NUMBER

TERM EXP: \_\_\_\_\_

PHONE INCLUDING AREA CODE

FAX NUMBER

STANDARD TERMS & CONDITIONS

VENDOR NAME :

VENDOR NUMBER: -

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INVITATION TO BID

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AUTHORITY:

THE DEPARTMENT OF FINANCE CODE OF ADMINISTRATIVE PROCEDURE, CHAPTER 355-4-1 EFFECTIVE DECEMBER 20, 2001 IS INCORPORATED BY REFERENCE AND MADE A PART OF THIS DOCUMENT. TO RECEIVE A COPY CALL (334)242-7250, OR OUR WEBSITE WWW.PURCHASING.ALABAMA.GOV .

INFORMATION AND ASSISTANCE TO MINORITY BUSINESSES IN THE TECHNICAL COMPLETION OF REQUIRED FORMS MAY BE OBTAINED FROM THE OFFICE OF MINORITY BUSINESS ENTERPRISE, 1-800-447-4191.

BID (ITB) RESPONSE INSTRUCTIONS

REV: 04/07/09

1. TO SUBMIT A RESPONSIVE BID, READ THESE INSTRUCTIONS, ALL TERMS, CONDITIONS AND SPECIFICATIONS.
2. BID ENVELOPES/PACKAGES/BOXES MUST BE IDENTIFIED ON FRONT, PREFERABLY LOWER LEFT CORNER AND BE VISIBLE WITH THE BID NUMBER AND OPENING DATE. EACH INDIVIDUAL BID (IDENTIFIED BY A UNIQUE BID NUMBER) MUST BE SUBMITTED IN A SEPERATE ENVELOPE. RESPONSES TO MULTIPLE BID NUMBERS SUBMITTED IN THE SAME ENVELOPE/COURIER PACKAGE, THAT ARE NOT IN SEPERATE ENVELOPES PROPERLY IDENTIFIED, WILL BE REJECTED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR LATE BIDS FOR ANY REASON INCLUDING THOSE DUE TO POSTAL, OR COURIER SERVICE. BID RESPONSES MUST BE IN THE DIVISION OF PURCHASING OFFICE PRIOR TO THE "RECEIVE DATE AND TIME" INDICATED ON THE BID.
3. BID RESPONSES (PAGE 1, PRICE SHEET AND ADDENDUMS (WHEN SIGNATURE IS REQUIRED)) MUST BE IN INK OR TYPED ON THIS DOCUMENT. OR EXACT FORMAT WITH SIGNATURES BEING HANDWRITTEN ORIGINALS IN INK (PERSON SIGNING BID, NOTARY, AND NOTARY EXPIRATION), OR THE BID WILL BE REJECTED. UNLESS INDICATED IN THE BID, ALL PRICE PAGES MUST BE COMPLETED AND RETURNED. IF AN ITEM IS NOT BEING BID, IDENTIFY IT AS NB (NO-BID). PAGES SHOULD BE SECURED. THE DIVISION OF PURCHASING DOES NOT ASSUME RESPONSIBILITY FOR MISSING PAGES. FAXED BID RESPONSES WILL NOT BE ACCEPTED.
4. THE UNIT PRICE ALWAYS GOVERNS REGARDLESS OF THE EXTENDED AMOUNT. A UNIT PRICE CHANGE ON A LINE MUST BE INITIALED BY THE PERSON SIGNING THE BID, OR THAT LINE WILL BE REJECTED. THIS INCLUDES A CROSS-OUT, STRIKE-OVER, INK-OVER, WHITE-OUT, ERASURE, OR ANY OTHER METHOD CHANGING THE PRICE.
5. A "NO BID" MUST BE RETURNED TO REMAIN ON A CLASS/SUBCLASS. RETURN PAGE 1 MARKED "NO-BID". IDENTIFY IT ON THE ENVELOPE AS A "NO-BID". FAILING TO RESPOND TO 3 ITB'S WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. RESPONDING WITH 6 "NO-BIDS" WITHIN THE SAME CLASS/SUBCLASS WILL AUTOMATICALLY PURGE THE VENDOR FROM THAT CLASS/SUBCLASS. A "NO-BID" RECEIVED LATE IS CONSIDERED A NO RESPONSE.
6. THE DIVISION OF PURCHASING IS NOT RESPONSIBLE FOR MISINTERPRETATION OF DATA FAXED FROM THIS OFFICE.
7. THE DIVISION OF PURCHASING REQUIRES AN ORIGINAL AND A MINIMUM OF ONE COMPLETE EXACT COPY (TO INCLUDE SIGNATURE AND NOTARY) OF THE INVITATION-TO-BID RESPONSE. THE ORIGINAL AND THE COPY SHOULD BE SUBMITTED TOGETHER AS A BID PACKAGE.
8. AN IMPROPERLY SUBMITTED BID, LATE BID, OR BID THAT IS CANCELLED ON OR BEFORE THE OPENING DATE WILL BE HELD FOR 90 DAYS AND THEN DESTROYED. THE BID MUST BE RETRIEVED DURUIG REGULAR WORK HOURS, MONDAY - FRIDAY, EXCEPT STATE HOLIDAYS. AFTER THE BID IS DESTROYED, THE DIVISION OF PURCHASING ASSUMES NO RESPONSIBILITY FOR THE DOCUMENT.

DISQUALIFIED/CANCELLED BID

BIDS THAT ARE IMPROPERLY SUBMITTED OR RECEIVED LATE WILL BE A RESPONSE FOR RECORD, BUT WILL NOT BE RETURNED OR A NOTIFICATION MAILED.

THE FOLLOWING IS A PARTIAL LIST WHEREBY A BID RESPONSE WILL BE DISQUALIFIED:

BID NUMBER NOT ON FACE OF ENVELOPE/COURIER PACKAGE/BOX  
RESPONSES TO MULTIPLE BID NUMBERS IN SAME ENVELOPE NOT PROPERLY IDENTIFIED  
BID RECEIVED LATE  
BID NOT SIGNED/NOT ORIGINAL SIGNATURE  
BID NOT NOTARIZED/NOT ORIGINAL SIGNATURE OF NOTARY AND/OR NO NOTARY EXPIRATION  
NOTARIZED OWN SIGNATURE  
REQUIRED INFORMATION NOT SUBMITTED WITH BID  
FAILURE TO SUBMIT THE ORIGINAL BID AND A COMPLETE EXACT COPY WILL RESULT IN REJECTION OF THE BID RESPONSE  
FAILURE TO MARK RESPONSES AS "ORIGINAL" AND/OR "COPY" COULD RESULT IN THE ENTIRE BID RESPONSE BEING REJECTED

CERTIFICATION PURSUANT TO ACT NO. 2006-557

ALABAMA LAW (SECTION 41-4-116, CODE OF ALABAMA 1975) PROVIDES THAT EVERY BID SUBMITTED AND CONTRACT EXECUTED SHALL CONTAIN A CERTIFICATION THAT THE VENDOR, CONTRACTOR, AND ALL OF ITS AFFILIATES THAT MAKE SALES FOR DELIVERY INTO ALABAMA OR LEASES FOR USE IN ALABAMA ARE REGISTERED, COLLECTING, AND REMITTING ALABAMA STATE AND LOCAL SALES, USE, AND/OR LEASE TAX ON ALL TAXABLE SALES AND LEASES INTO ALABAMA. BY SUBMITTING THIS BID, THE BIDDER IS HEARBY CERTIFYING THAT THEY ARE IN FULL COMPLIANCE WITH ACT NO. 2006-557, THEY ARE NOT BARRED FROM BIDDING OR ENTERING INTO A CONTRACT PURSUANT TO 41-4-116, AND ACKNOWLEDGES THAT THE AWARDING AUTHORITY MAY DECLARE THE CONTRACT VOID IF THE CERTIFICATION IS FALSE.

SPECIAL TERMS & CONDITIONS

VENDOR NAME :

VENDOR NUMBER: -  
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INVITATION TO BID

#### INTENT TO AWARD

EFFECTIVE MAY 1, 2008, THE STATE OF ALABAMA - DIVISION OF PURCHASING WILL ISSUE AN 'INTENT TO AWARD' BEFORE A FINAL AWARD IS MADE. THE 'INTENT TO AWARD' WILL CONTINUE FOR A PERIOD OF FIVE (5) CALENDAR DAYS, AFTER WHICH A PURCHASE ORDER WILL BE PRODUCED. UPON FINAL AWARD, ALL RIGHTS TO PROTEST ARE FORFEITED. A DETAILED EXPLANATION OF THIS PROCESS MAY BE REVIEWED IN THE ALABAMA ADMINISTRATIVE CODE - CHAPTER 355-4-1(14).

#### ALTERNATE BID RESPONSE

UNLESS STATED ELSEWHERE IN THIS INVITATION-TO-BID (ITB) THE STATE OF ALABAMA WILL ACCEPT AND EVALUATE ALTERNATE BID SUBMITTALS ON ANY ITB'S. ALTERNATE BID RESPONSES WILL BE EVALUATED ACCORDING TO THE REQUIREMENTS AS ALL OTHER RESPONSES TO THIS ITB.

#### INTERNET WEBSITE LINK'S

INTERNET AND/OR WEBSITE LINKS WILL NOT BE ACCEPTED IN BID RESPONSES AS A MEANS TO SUPPLY ANY REQUIREMENTS STATED IN THIS ITB (INVITATION-TO-BID).

#### PRODUCT DELIVERY, RECEIVING AND ACCEPTANCE

IN ACCORDANCE WITH THE UNIVERSAL COMMERCE CODE (CODE OF ALABAMA, TITLE 7), AFTER DELIVERY, THE STATE OF ALABAMA HAS THE RIGHT TO INSPECT ALL PRODUCTS BEFORE ACCEPTING. THE STATE WILL INSPECT PRODUCTS IN A REASONABLE TIMEFRAME. SIGNATURE ON A DELIVERY DOCUMENT DOES NOT CONSTITUTE ACCEPTANCE BY THE STATE. THE STATE WILL ACCEPT PRODUCTS ONLY AFTER SATISFACTORY INSPECTION.

#### SALES TAX EXEMPTION

PURSUANT TO THE CODE OF ALABAMA, 1975, TITLE 40-23-4 (A) (11), THE STATE OF ALABAMA IS EXEMPT FROM PAYING SALES TAX. AN EXEMPTION LETTER WILL BE FURNISHED UPON REQUEST.

#### INVOICES

INQUIRIES CONCERNING PAYMENT AFTER INVOICES HAVE BEEN SUBMITTED ARE TO BE DIRECTED TO THE RECEIVING AGENCY, NOT THE DIVISION OF PURCHASING

#### BID RESPONSES AND BID RESULTS

UNEVALUATED BID RESPONSES (NOT BID RESULTS) ARE AVAILABLE ON OUR WEB SITE AT WWW.PURCHASING.ALABAMA.GOV. BID RESULTS WILL BE MADE AVAILABLE FOR REVIEW IN THE DIVISION OF PURCHASING OFFICE, BUT ONLY AFTER THE BID HAS BEEN AWARDED. WE DO NOT FAX OR MAIL COPIES OF BID RESULTS. IF A VENDOR WISHES TO REVIEW BID RESULTS IN OUR OFFICE, THEY SHOULD FAX THEIR REQUEST TO REVIEW THE BID TWO DAYS IN ADVANCE TO THE "BID REVIEW CLERK" AT (334) 242-4419. BE SURE TO REFERENCE THE BID NUMBER.

#### FOREIGN CORPORATION - CERTIFICATE OF AUTHORITY

ALABAMA LAW PROVIDES THAT A FOREIGN CORPORATION (AN OUT-OF-STATE COMPANY/FIRM) MAY NOT TRANSACT BUSINESS IN THE STATE OF ALABAMA UNTIL IT OBTAINS A CERTIFICATE OF AUTHORITY FROM THE SECRETARY OF STATE. SECTION 10-2B-15.01, CODE OF ALABAMA 1975. TO OBTAIN FORMS FOR A CERTIFICATE OF AUTHORITY, CONTACT THE SECRETARY OF STATE, CORPORATIONS DIVISION, (334) 242-5324. THE CERTIFICATE OF AUTHORITY DOES NOT KEEP THE VENDOR FROM SUBMITTING A BID.

#### BID IDENTIFICATION

REFERENCE PAGE 2, ITEM 2. DUE TO THE POSTAL SERVICE PUTTING BAR CODE LABELS ON ENVELOPES, IT CONCEALS THE BID NUMBER AND DATE IF THE VENDOR HAS WRITTEN THEM OTHER THAN THE LOWER LEFT CORNER, THEREFORE THE BID WOULD BE REJECTED FOR NOT BEING PROPERLY IDENTIFIED.

SPECIAL TERMS & CONDITIONS

VENDOR NAME :

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INVITATION TO BID

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AWARD:

THE AWARD SHALL BE MADE TO THE LOWEST RESPONSIBLE BIDDER MEETING ALL SPECIFICATIONS. THE LOW BIDDER WILL BE DETERMINED BY ADDING UP TOTAL PRICE FOR ALL ESTIMATED CONVENIENCE FEES ON PRICE PAGE (PAGE 6). THE TOTAL BID AMOUNT ( ESTIMATED TRANSACTIONS X FEE CHARGE EACH TRANSACTION AMOUNT FOR CREDIT AND DEBIT SCHEDULES ADDED TOGETHER) WILL DETERMINE LOW BIDDER. THIS SOLICITATION WILL BE AWARDED FOR A PERIOD OF THREE YEARS.

ASSIGNMENT OF CONTRACT:

TO ASSIGN, SUBLET OR TRANSFER ANY CONTRACT RESULTING FROM THIS SOLICITATION, THE VENDOR'S WRITTEN REQUEST MUST BE APPROVED BY THE STATE PURCHASING DIRECTOR.

DELIVERY AND INSTALLATION:

BID IS TO INCLUDE COST OF TRANSPORTATION, UNLOADING, INSTALLATION OF ALL EQUIPMENT (SCANNERS, TERMINALS, PRINTERS, ETC.). SUCCESSFUL BIDDER MUST START DELIVERY WITHIN SIXTY (60) DAYS OF CONTRACT AWARD DATE. DELIVERY AND INSTALLATION OF ALL REQUIRED EQUIPMENT FOR THIS SERVICE MUST BE TOTALLY COMPLETED WITHIN ONE HUNDRED EIGHTY (180) DAYS OF CONTRACT AWARD DATE.

NON-APPROPRIATION OF FUNDS:

CONTINUATION OF ANY AGREEMENT BETWEEN THE STATE AND A BIDDER BEYOND A FISCAL YEAR IS CONTINGENT UPON CONTINUED LEGISLATIVE APPROPRIATION OF FUNDS FOR THE PURPOSE OF THIS BID AND ANY RESULTING AGREEMENT. NON-AVAILABILITY OF FUNDS AT ANY TIME SHALL CAUSE ANY AGREEMENT TO BECOME VOID AND UNENFORCEABLE AND NO LIQUIDATED DAMAGES SHALL ACCRUE TO THE STATE AS A RESULT. THE STATE WILL NOT INCUR LIABILITY BEYOND THE PAYMENT OF ACCRUED AGREEMENT PAYMENT.

PRORATION:

ANY PROVISION OF A CONTRACT RESULTING FROM THIS BID TO THE CONTRARY NOTWITHSTANDING, IN THE EVENT OF FAILURE OF THE STATE TO MAKE PAYMENT HEREUNDER AS A RESULT OF PARTIAL UNAVAILABILITY, AT THE TIME SUCH PAYMENT IS DUE, OF SUCH SUFFICIENT REVENUES OF THE STATE TO MAKE SUCH PAYMENT (PRORATION OF APPROPRIATED FUNDS FOR THE STATE HAVING BEEN DECLARED BY THE GOVERNOR PURSUANT TO SECTION 41-4-90 OF THE CODE OF ALABAMA 1975), THE CONTRACTOR SHALL HAVE THE OPTION, IN ADDITION TO THE OTHER REMEDIES OF THE CONTRACT, OF RENEGOTIATING THE CONTRACT (EXTENDING OR CHANGING PAYMENT TERMS OR AMOUNTS) OR TERMINATING THE CONTRACT.

## PRICE SHEET

VENDOR NAME :

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## INVITATION TO BID

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LINE NO.	COMMODITY/SERVICE DESCRIPTION	QUANTITY	UNIT	UNIT PRICE	EXTENDED AMOUNT
UNLESS SPECIFIED OTHERWISE BELOW: SHIP TO: 011000 / 011N30 DEPARTMENT OF PUBLIC HEALTH HEALTH STATISTICS THE RSA TOWER, SUITE 1150 201 MONROE STREET MONTGOMERY AL 36130					
00001	COMMODITY CODE: 946-35-000000 CREDIT/DEBIT CARD, CHARGE CARD SERVICE WHEREBY CUSTOMERS MAY OBTAIN VITAL RECORD CERTIFICATES, PERMITS AND/OR OTHER SERVICES IN ACCORDANCE WITH THE ATTACHED SPECIFICATIONS.	1	LT		

BIDDERS ARE TO PREPARE CONVENIENCE FEE  
FOR EACH CHECK PER SCHEDULE BELOW:  
SCHEDULE FOR CREDIT CARD/ CHECK FEES:

\$ AMT OF TRANSACTION	ESTIMATED # TRANSACTIONS	CONVENIENCE FEE CHARGE
\$ 12.00	5000	\$ _____
\$ 16.00	4000	\$ _____
\$ 20.00	4000	\$ _____
\$ 24.00	3000	\$ _____
\$ 28.00	2500	\$ _____
\$ 32.00	2000	\$ _____
\$ 36.00	1000	\$ _____
\$ 50.00	500	\$ _____
\$ 75.00	200	\$ _____
\$ 100.00	100	\$ _____
\$ 200.00	50	\$ _____

\$ AMT OF TRANSACTION	ESTIMATED # TRANSACTIONS	CONVENIENCE FEE CHARGE
\$ 12.00	5000	\$ _____
\$ 16.00	4000	\$ _____
\$ 20.00	4000	\$ _____
\$ 24.00	3000	\$ _____
\$ 28.00	2500	\$ _____
\$ 32.00	2000	\$ _____
\$ 36.00	1000	\$ _____
\$ 50.00	500	\$ _____
\$ 75.00	200	\$ _____
\$ 100.00	100	\$ _____
\$ 200.00	50	\$ _____

THE ABOVE PRICING MUST BE FIRM FOR THREE  
YEARS FOR BOTH SCHEDULES. AN ENTRY IS  
REQUIRED FOR EACH BLANK LINE ABOVE FOR  
CONVENIENCE CHARGES (CREDIT & DEBIT) FOR  
BIDDER TO BE CONSIDERED FOR AWARD.

VENDORS ARE REMINDED THERE IS NO COST  
TO ADPH. ALL EQUIPMENT AND SUPPLIES  
WILL BE PROVIDED BY THE CONTRACTOR.  
THE CONTRACTOR CHARGES PUBLIC HEALTH'S  
CUSTOMERS A CONVENIENCE FEE.

QUESTIONS REGARDING SPECIFICATIONS

PAGE TOTAL

PRICE SHEET

VENDOR NAME :

VENDOR NUMBER:

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INVITATION TO BID

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LINE NO.	COMMODITY/SERVICE DESCRIPTION	QUANTITY UNIT	UNIT PRICE	EXTENDED AMOUNT
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DIRECTED TO MICHAEL JONES 334-206-5069.

..... R E A D E N T I R E B I D  
I N C L U D I N G B I D  
I N S T R U C T I O N S P A G E T W O  
.....

PAGE TOTAL

BID TOTAL

\_\_\_\_\_  
\_\_\_\_\_

## **Specifications for Invitation to Bid**

### **Use of Credit/Debit Cards by Walk-In Customers to Pay for Services in County Health Departments and at Central Office Locations**

In Alabama, customers needing certified copies of birth, death, marriage, divorce or other vital records may walk into any county health department and obtain copies of those records while they wait. Alabama law sets a fee for the copies, and payment must be made at the time of purchase. Currently customers must pay the required fee by cash or check. Once the payment is made, county staff enter the transaction and type of payment (cash or check) into the "day sheet" accounting system software to account for the fees collected.

In addition to vital records, customers may obtain other services such as immunizations, food service inspections, septic tank permits, etc. from county health departments that may also require the payment of fees. While fees for vital records are set by law and are the same regardless of where the vital record is obtained, other fees may vary from county to county. Fees collected for these services are also entered into the "day sheet" accounting system software as cash or check and accounted for in the daily report as cash or checks.

At the end of the day, reports are run from the "day sheet" accounting system that show the total deposit and the amount of cash and checks received. After the deposit is verified, the fees are then deposited into the specific county health department account by county staff.

In addition to county health departments, vital records are also issued in the Central Office in the RSA Tower in Montgomery. Payment at that location must also be made by cash or check. The amount and type of payment are entered into a log or the special vital statistics software (ViSION). Fees are balanced and accounted for daily for deposit into the vital statistics account.

Since some customers do not have checking accounts or do not have the correct amount of cash, the Alabama Department of Public Health would like to allow walk-in customers to use credit or debit cards at all locations where services are offered. To avoid having to change existing software currently in use in county health departments and at the Central Office, the method for using credit or debit cards must work with the existing system for processing payments at county offices and accounting for the fees for each county or Central Office location.

The desired solution is to have a hardware system installed at customer service locations in county health departments and at the Central Office that will process both credit and debit cards and then print a check for the correct amount of the service made payable to the county health department. The check will be entered into the current software accounting system and the funds will be deposited in the daily deposit made by each county. The customer will be charged by the vendor processing the credit or debit card for the amount of the check plus an additional convenience fee which the vendor keeps to cover the vendor's costs. No costs should be assessed to the county health department or Central Office.

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**Goal:** The Alabama Department of Public Health (ADPH) wants to have credit/debit card scanners with pin pad, clerk terminals and check printers installed in county and state health department locations.

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**Purpose:** Allow walk-in customers to use debit or credit cards to pay fees for services at county health departments or at the central office without having to change existing software to process the payment or account for the fee and at no cost to ADPH.

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**System Requirements:** System requirements include but may not be limited to the following:

1. Credit/debit card scanner with key pad, clerk terminal that links to vendor through an existing fax line in the county health department or Central Office location of service, and printer to print check for amount of transaction.
2. Vendor must supply credit/debit card scanner, clerk terminal and printer at no charge to ADPH.
3. Vendor must install and maintain credit/debit card scanners, clerk terminals, and printers in county health departments and train county and Central Office staff in use of the equipment at no cost to ADPH.
4. Vendor must supply all printer supplies needed at no cost to ADPH for the entire contract period.
5. The combined footprint of the clerk terminal and printer must not exceed a space of 20 inches by 20 inches.
6. System must be able to process both debit and credit cards for walk-in customers.
7. To limit misuse of credit/debit card, customer must be able to scan credit/debit card and enter pin number, if needed, without need for ADPH staff to handle the customer's card.
8. System must be able to process any transaction amount entered by ADPH clerk so that customer can pay for vital records, immunizations, environmental inspections, or any other service provided by the county health department or Central Office location.
9. When credit/debit card is scanned, a check made payable to the county health department or Central Office location for the amount of the transaction should print out on the printer. County or Central Office staff must be able to process check through current system in the same manner as if customer had written a paper check.



10. A receipt for the customer must also print showing the amount of the transaction and the convenience fee charged to the customer's credit/debit card.
11. Funds for the service must be immediately available to the appropriate county health department or Central Office location when the vendor check is deposited in the bank with the daily deposit.
12. Vendor must be able to print reports required by county health department or Central Office location for audit purposes.
13. If customer disputes charges made on his credit/debit card, vendor must resolve dispute with customer so that there is no loss of fees to county health department or Central Office location.
14. Vendor must have a process for voiding a check if customer decides to cancel credit/debit transaction.
15. Vendor must have a process to allow for reprinting of check if a paper jam or miss feed occurs.
16. Vendor must provide a toll free number with live technical support to handle any problems during the hours of 6:00 AM to 9:00 PM Central time.
17. Vendor must respond to any hardware or system failure calls within 8 hours of notification and must repair equipment or replace any equipment that cannot be repaired.
18. Vendor must begin installation of the credit/debit card scanners, clerk terminals, and printers in county health departments and/or Central Office within 60 days of the award of the contract.
19. Number of card scanners, clerk terminals and printers to be installed by the vendor will range from a minimum of 50 systems to a maximum of 100. It is anticipated that most county health departments will want to have at least one system installed and at least one will be installed at a location in the Central Office.
20. Installation of 50 systems must be completed within 180 days after the first system is installed. Additional systems may be installed throughout the contract period as the need arises in county health departments and the Central Office.
21. At a minimum, the vendor must accept Master Cards and Visa Cards.
22. Proposed system must be independent of ADPH network or WAN.

**Bid Must  
Include:**

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Information submitted must be detailed enough to substantiate that the services offered meet or exceed the system requirements. The system requirements stated herein should be considered mandatory. A vendor's bid must include the following:

1. A statement of compliance with the requirements of this Invitation to Bid (ITB).
2. A complete description of the product and services to be provided.
3. A description of any third party relationships and involvement.
4. Expectations of the vendor for ADPH in regard to services being used.
5. At least one reference concerning a previous project with a similar solution, a description of the project, and the name of a contact person with address and telephone number.
6. Vendors may be asked to provide an on-site demonstration of their proposed hardware system to ensure that it meets bid requirements.